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## Individual Complaint Form

Date\*: 5-20-19

2018-179-G

284806

### Complainant or Legal Representative Information: \* Required Fields

Name \* Crystal Ross

Firm (if applicable)

Mailing Address \* 595 Anche Lane

City, State Zip \* Spartanburg SC 29301

Phone \* 864-384-2173

E-mail onlysister1@aatt.net

Name of Utility Involved in Complaint: \* Piedmont Natural Gas

### Type of Complaint (check appropriate box below.) \*

- |   |  |  |   |
|---|--|--|---|
| <input checked="" type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input checked="" type="checkbox"/> Disconnection of Service  | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input checked="" type="checkbox"/> Service Issue             | <input type="checkbox"/> Meter Issue                       |  |   |
| <input type="checkbox"/> Other (be specific)                  |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No

Name of ORS Contact: TAKisha

### Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

I have been a customer of Piedmont Natural Gas for over 24 yrs. We are going through a divorce and I have custody of the house. I called in January under my husband's Account # and advised that I need the account transferred in my name due to divorce. (My husband has also been charged with domestic violence) I gave the representative all my information and was told that the account would be transferred to my name. I also gave my cell phone # because the line associated with my husband was disconnected. I do not know the procedure

### Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

I am requesting that since Reginald Ross was allowed to shut off my Gas, he should be responsible for the final bill. If not, Piedmont Natural Gas should credit my account for the 2 1/2 day that they unjustly shut off my Gas.

\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov) AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. ☒ Yes ☐ No

Crystal Ross  
Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )  
COUNTY OF Spartanburg )

RECEIVED

MAY 24 2019

I, Crystal Ross  
Complainant's Name \*

verify that I have read my complaint filed on

5-20-19  
Date \*

Internal Use Only

Processed By	Date
H.E.	

and know the contents thereof, and that said contents are true.

Crystal Ross  
Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

for how long this process take place. The next month, I paid the bill in my husband's name. My <sup>husband</sup> moved and had his bills forward to him. My husband became angry that the bill was coming to him. I had always paid that bill and was listed on the bill as some-one who could make changes. The bill has never been behind. My husband called and had the Gas cut off when I was away on Training for my job. On 4/1 I did not return home until late evening on 4/2.

No one reached out to me and advised me that my Gas was being shut off. I have a medical condition, I am a diabetic. When I arrived home, I couldn't cook myself a meal, take a hot shower or turn on the heat that night. This bill was current, there was no reason to shut off the gas without speaking to me first (I also called in January and requested to have this bill transferred in my name). This call is recorded under my husband's Acct. I called on 4/3 to inquire about why was my gas shut off. I was told that my husband shut the gas off. I was told that some-one reached out to me. Well, the number they so called reached out to me was disconnected, my new number was on record as of 1/19. No-one reached out

to me at my cell phone number. I was also told that my husband had the right to shut off the gas but I was still responsible because I enjoyed the comfort of the gas ??? If I was still responsible for the bill and the bill was current, why was my Gas shut off ??? The Representative also said it was false another day to come, at which time I spoke to a Lead Representative. She agreed to send someone out that day.

I wrote a complaint letter on 4/7/19 to Duke-Energy. I never got a response and sent a letter to the Corporate Office of Piedmont Natural Gas. No one never responded until 4/30/19 when I received a call from Karin O'Rourke. Ms O'Rourke informed me that Reginald was the primary and had every right to shut off my gas even though I had custody of the house and had attempted to put this bill in my name in January. She also stated that I enjoyed the benefit of the Gas and was still responsible for the bill. She went as far to brag that if I contacted the Public Service Commission, she was the liaison, and they would tell me the same thing. Well I did, and Takisha had the same attitude as Karin O'Rourke. I find it strange that this Customer Service Rep who so called reached out to me is

no longer employed there !!  
I am a responsible customer who has  
paid this bill for 24 yrs. The check  
always had my name on it, I don't  
deserve this treatment from Piedmont  
Natural Gas.

**Ross, Crystal D**

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**From:** ATT <onlysister1@att.net>  
**Sent:** Friday, April 12, 2019 11:17 AM  
**To:** Ross, Crystal D

\*\*\* This is an EXTERNAL email. Please do not click on a link or open any attachments unless you are confident it is from a trusted source. \*\*\*

Sent from my iPhone

Begin forwarded message:

From: Crystal Ross <onlysister1@att.net <mailto:onlysister1@att.net> >  
 Date: April 7, 2019 at 9:26:51 PM ET  
 To: customerselfservice@duke-energy.com <mailto:customerselfservice@duke-energy.com>  
 Subject: Complaint against Piedmont Natural Gas

To whom it may concern:

I am writing concerning a complaint that I have against Piedmont Natural Gas turning off my gas line.

My name is Crystal Ross, I live at 595 Andre Lane Spartanburg SC 29301. We have been customers of Piedmont Natural Gas for 24 yrs. I am going through a divorce and have custody of the house. The bill was originally in my husbands Reginald Ross name under account number . I pay the bills in the house and the check has always been paid with my signature. I called in January and explained that I was going through a divorce and wanted the bill transferred in my name. I gave all my information and assumed that the change was made. That never happened.

My husband moved into an apartment and had his mail forward to him. The gas bill went to him in March and not me at 595 Andre Lane Spartanburg SC 29301. I have always paid this bill and continue to pay this bill during our separation until I no longer received the bill. My husband became angry that he received the bill and called and had the gas cut off at the residence that I am staying at on 4/2/19. I was at Training in Columbia from 4/1/19 to 4/2/19. I did not get home until late Tuesday evening. When I got home my power was turned off. No one reached out to me to let me know that you were shutting off my gas. I am a diabetic, when I got home I was unable to cook me a hot meal, take a hot shower, or cut on the heat to keep me warm during the chilly night. I done nothing to deserve this treatment, I have an excellent paying record and the bill was current!!!!

Your representative stated that someone reached out to me. The landline under Reginald Ross line was disconnected and I'm sure he didn't bother to give you my cell phone number 864-384-2173. I am also told that even though the account was in his name, I'm still responsible because I enjoyed the benefits of the gas at this residence. If I'm responsible, why was he allowed to disconnect the gas to this residence????? As I stated before, I called in January and requested that this line be transferred. This bill was current and my gas line should have never been shut off. Since you allowed Reginald to shut off my line; I'm requesting that he be responsible for the final bill and I start fresh with my new account number

I sincerely hope as a long time customer who has pay her bill that you will

rectify this situation and give me the treatment I deserved. When I called in I was told that it would take another day to come out until I had asked to speak to a supervisor. (You unjustly cut my gas off and expected me to wait a day to get it cut back on). I am requesting that someone call me at (864) 384-2173 concerning this complaint against Piedmont Natural Gas

Sincerely,  
Crystal Ross  
Acct # :

Sent from my iPad